

LEP Pathway Review Team Questionnaire
“A Look at DSHS’ LEP Pathway and our Community Partnership”

Introduction:

Economic Services Administration (ESA) is gathering input to address concerns raised by our stakeholders regarding policy development and service delivery procedures for programs that serve the limited-English-proficient (LEP) families and individuals. To accomplish this, staff from the Refugee and Immigrant Assistance section (RIA) will be meeting with key stakeholders and partners across the state.

THEMES AND QUESTIONS

COMMUNICATION

1. How can we work together to improve communication with refugee and immigrant clients, community advocates, service providers, and DSHS staff?

PARTNERSHIPS

2. What issues have hindered an effective working relationship with our providers and other state agencies?
3. How can we work together to enhance our working relationships with the refugee and immigrant communities?

STRATEGIC PLANNING & BUDGET

4. What issues can ESA address to help local service delivery for the balance of the contract year, which runs through September 2004? (Prior to the meeting RIA will list issues that are now being addressed as a result of community input to date).
5. What program and service issues should ESA consider for next year under the basic budget assumptions below?
 - If available funding is at current level; or
 - If available funding is reduced significantly compared to current levels?

6. How can we work together to maximize services? Can you offer examples on how we could leverage existing local resources?

POLICY AND PROGRAMS

7. What policies and programs are most successful in helping LEP participants achieve self-sufficiency? Should ESA consider local flexibility for program policies?
8. What policy or procedural issues need to be addressed to improve program effectiveness and/or access to services?

CONTRACTING

9. What changes would you recommend to improve our contracting methods for LEP Pathway services next year?

EVALUATION – CURRENT AND ONGOING

10. What measures should we use to evaluate the effectiveness of service providers and the success of the LEP Pathway program?
11. As a stakeholder, what information would you like to get regularly?
12. What haven't we addressed that should be discussed?